

Food and Nutrition Services: GENERAL Q&A

Hurricane Matthew

1. **Can ABAWDS come back in and apply for regular benefits?** *(Posted on 10/12/2016)*

ABAWD policy still applies to regular benefits.

2. **If a recipient goes to another county with a recertification, can the 2nd county process that recertification for the other county? Or do they need to tell the recipient to take their recertification to the county they live in?** *(Posted on 10/13/2016)*

The 2nd county can process the recertification for the original county, however the 2nd county should not take ownership in NC FAST.

3. **Where should policy questions be sent?** *(Posted on 10/13/2016)*

Send your questions to OST at ost.policy.questions@dhhs.nc.gov . The normal response time is two (2) days unless the response requires further research.

Any questions that are in reference to Disaster benefits or replacement benefits add the word “Disaster” to the subject line of your email. *(Updated on 10/18/2016)*

4. **Can workers in non-affected counties help workers in the affected counties?** *(Posted on 10/13/2016)*

Yes, this effort is being coordinated with the Director’s Association.

5. **What number should county agencies provide to clients who have questions?** *(Posted on 10/14/2016)*

Refer them to the EBT Call Center at 1- 866-719-0141.

6. **Because so many clients have been displaced and cannot be reached by phone or mail, can we waive the phone interview requirement?** *(Posted on 10/17/2016)*

No

7. **Do we still send our questions to OST?** *(Posted on 10/17/2016)*

Yes.

8. **How should changes reported to a second county by a client from an impacted county be relayed to the client’s home county?** *(Posted on 10/18/2016)*

If the client has the ability to return to their home county to report the change, request the client do so. If not, take the appropriate case action related to the reported change as a courtesy to the client and the impacted county.

9. What guidance can be given regarding political candidates who want to volunteer and/or campaign at county dss agencies? (Posted on 10/19/2016)

Only merit based employees can process replacements or Disaster FNS. All volunteers are subject to the same confidentiality requirements as agency employees; they must sign a confidentiality statement. It is best to consult with the agency's County Attorney or review your agency's Ethics Rules on this matter.

10. When and how will non-impacted counties, who offered assistance to impacted counties, receive notification that their support is needed? (Posted on 10/20/2016)

Through the Director's Association.

11. Will there be ongoing evening calls for the D-FNS counties? (Posted on 10/24/2016)

No. All updates and clarifications related to D-FNS will occur during the daily 9:00 am calls.

12. Will there be an extension to the 10 day Replacement Affidavit period for Onslow County? (Posted on 10/24/2016)

A waiver was submitted to USDA to request an extension. The county will be notified once the waiver is approved by USDA.

13. Is there any additional information of the remaining 10 IA counties and the 38 other counties that were impacted by Hurricane Matthew? (Posted on 10/24/2016)

A waiver for the 10 counties that have IA designation, but who are not operating a D-FNS program will be submitted shortly to USDA. This leaves 38 remaining counties that were identified by the Governor's Office. At this time, the 38 counties have not been designated as IA counties. The IA designation is a prerequisite for submitting a disaster waiver to USDA.

14. Were all the automatic replacements and supplements issued over the weekend? (Posted on 10/24/2016)

Not all of the replacements and supplements were able to process. The outstanding files will process the night of 10/24/2016 and should be available to customers on 10/25/2016. Reports will be available to assist with identifying those cases which did not process, *Reopened Cases Skipped* and *Supplemental Cases Skipped*. These reports are available on FAST Help under *REPORTS > DISASTER REPORTS* and are protected using the same password used for all reports on FAST Help.

15. How will customers be notified of supplemental FNS benefits? (Posted on 10/24/2016)

Customers should call 888-622-7328 to check their balance.